

Dean K. Matsuura Manager Regulatory Affairs

November 2, 2009

PUBLIC UTILITIES

The Honorable Chairman and Members of the Hawaii Public Utilities Commission Kekuanaoa Building, First Floor 465 South King Street Honolulu, Hawaii 96813

Dear Commissioners:

Subject: Docket No. 2008-0083 – Hawaiian Electric 2009 Test Year Rate Case Hawaiian Electric Hearing Exhibits for Panel 11

Enclosed for filing are Hawaiian Electric Company, Inc.'s ("Hawaiian Electric") hearing exhibits that were presented at the management audit panel hearing on October 30, 2009:

Hearing Exhibit 9 – Honolulu Seawater Air Conditioning, LLC's August 1, 2006 letter to customers regarding Maximum Renewable Energy Effort;

Hearing Exhibit 10 – Hawaiian Electric's August 1, 2006 letter to customers regarding Maximum Renewable Energy Effort;

Hearing Exhibit 11 – Tiered service checklist.

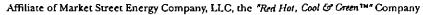
Very truly yours,

Sant Halo

Enclosures

cc: Division of Consumer Advocacy
Michael L. Brosch, Utilitech, Inc.
Joseph A. Herz, Sawvel & Associates, Inc.
Dr. Kay Davoodi, Department of Defense
James N. McCormick, Department of Defense
Theodore E. Vestal, Department of Defense
Ralph Smith, Larkin & Associates

Honolulu Seawater Air Conditioning, LLC



7 Waterfront Plaza, Suite 400; 500 Ala Moana Boulevard Honolulu, Hawaii 96813

August 1, 2006

Re: Hawaiian Electric Company, Inc. Maximum Renewable Energy Effort

Dear Customer:

HSWAC is delivering the enclosed copy of the August 1, 2006 Hawaiian Electric Company, Inc. letter regarding the HSWAC renewable energy program.

In the 27 years I have been active in energy matters, I am not familiar with any investor owned utility that has recommended to its electricity customers consideration of an independent renewable energy service. There are numerous examples of other private utilities, general support for renewable energy projects, but the enclosed letter is concrete evidence of an unmatched renewable energy commitment from a large electric company.

Each building owner/manager must make its own determination regarding the suitability of HSWAC's district cooling service. We are very grateful to add HECO's support to our renewable energy efforts. Of course, we welcome HECO as one of our first downtown customers.

It is the fervent hope of HSWAC that HECO will be recognized by its national and international peers, environmentalists and renewable energy advocates for this selfless action.

Very truly yours,

Honolulu Seawater Air Conditioning, LLC

William M. Mahlum
Chief Executive Officer

Telephone: (808) 543-2024 Facsimile: (808) 543-2010

Hawaiian Electric Company, Inc. - PO Box 2750 - Honolulu, HI 96840



David G. Waller Vice President Customer Solutions August 1, 2006

Re: Hawaiian Electric Company, Inc. Maximum Renewable Energy Effort

Dear Prospective Honolulu Seawater Air Conditioning, LLC Customer:

The purpose of this letter is to urge you to carefully consider utilizing renewable energy deepwater cooling for your building's air conditioning requirements.

You may be surprised that HECO would urge you to consider converting your air conditioning system from an electricity dependent stand-alone air conditioning system to a service that uses less electricity. This letter reflects HECO's strong and unequivocal commitment to utilizing all feasible renewable energy sources on our island of Oahu. Of course, HECO will lose electric sales. HECO and our community will gain:

- reduced dependence on imported fossil fuels;
- · help with generating stability;
- offset the growing demand for electricity;
- help to meet Hawaii's renewable energy goals;
- encouragement of renewable energy programs that are environmentally beneficial.

This letter should be viewed as a recommendation to carefully consider the HSWAC proposed renewable energy program for your building. Each customer must review HSWAC on its merits and this letter is an endorsement of the renewable energy elements of that program.

As further evidence of our commitment to renewable energy programs, we hope our headquarters located at 900 Richards Street will be the first or among the first buildings to join the HSWAC system. We will turn off our condensers, the cooling towers and related pumping equipment and convert to renewable energy.

Should you have any questions regarding this matter please contact your HECO Account Manager or our Account Management Offices at 543-4751.

Sincerely,

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Account Maintenance						
Consumption and Billing Intermation (review billing						
history semi-annually, and Power Trax quarterly for						
trends and abnormalities)						
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Billing/Rate analyses (is there a more favorable rate, or						
some action customer could take to reduce his bill?)						
Meter Consolidation Analysis						-
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Power Factor Payback Analysis						-
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Time-of-use Riders Analyses	- · · · · · · - · · · · · · · · · · · ·					
Personal Connectivity						
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Face to face visits/interactions including "what can I do"						
survey - minimum quarterly						
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Outage (Business interruptions) Communications and						
Assistance						
Phone contact - minimum monthly	 					
Executive Calls - minimum annually	 					 -
						
Partnering Activities and Support						
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Membership/Participation in Customer associations						
and/or events						
	 					
Satisfaction survey - annually			-		-	
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